



Influx Technology Ltd Privacy Policy

This policy explains how Influx Technology Ltd uses the personal information collected from you for the operation of our services and products. It also describes how long that information is kept for.

Personal details we hold

Influx Technology Ltd holds three types of personal information which allow us to manage the smooth and efficient running of the business:

1. Customer provided information: Both Company and individual customers' contact details and payment information to process orders and manage your account. Influx Technology Ltd uses Sage for customer records which is GDPR compliant. This is so we can fulfil the contract we have with you.
2. Customer contact records: Records of calls, emails and postal interactions with our website and office are maintained for continual service improvement purposes and to maintain contracts held between Influx Technology and our customers.
3. Data Streaming: The data that is streamed from the Rebel data loggers uses Seed and Key authentication in its direct connection to the secured Influx Technology server. This data does not pass through any third-party server. The data is also transmitted using a bespoke protocol. Therefore, it is a meaningless binary stream until interpreted by the StreamLog system. This is so we can fulfil the contract we have with you.

Length of time information will be held

To comply with the General Data Protection Regulations, your details will only be kept for the shortest time required. This will vary according to the type of data being held. This will normally be a period of 7 years after a contract expires and is not renewed.

How to access your personal data

If you wish to see full details of the information Influx Technology Lt holds in connection with you, you will need to make a subject access request under the General Data Protection Regulations. To initiate a subject access request, email: info@influxtechnology.com

Keeping your details secure

Influx technology Ltd store all its information on a highly secure server where it is protected by the latest firewall technology and is password protected. These systems along with any hard copies of information are penetration safe, within locked and alarmed premises.

Sharing personal information

Your data will not be shared with any third parties or with any marketing companies.

Personal data may be shared with employees within Influx Technology Ltd for the purpose of solving issues and answering requests. All staff members have signed a confidentiality agreement within the company. All Non-Disclosure Agreements are kept up to date for each customer that is currently or has previously held a contract with Influx Technology Ltd.



Influx Technology Privacy Notice

Influx Technology Ltd have fully committed to adherence of the General Data Protection Regulations (GDPR) following implementation on the 25 May 2018. In relation to our collection and processing of personal data, please see the below information.

Section 1 – Collection of Data

Influx Technology Ltd will be the data controller and the contact details for the company are:

Email: info@influxtechnology.com

The data held is used for the purposes of contractual fulfilment, customer service and administration.

Collected data will be stored within secure electronic records management systems, with the system being dependant on the nature of information. Influx Technology Ltd will store any correspondence from you in a correspondence recording system.

Information stored by Influx Technology will be held in the main office server system.

Additional systems are used to process and store hard copies such as correspondence and NDAs.

Section 2 – Processing of Data

Personal data will be stored for the shortest time necessary in order to manage the payments, account management and all enquiries. Our retention timescales are quoted in our Privacy Policy.

Under the GDPR you have the following rights to request information from the company:

- Right of access to the data (Subject Access Request)
- Right for the rectification of errors
- Right to erasure of personal data (please note, this is not an absolute right)
- Right to restrict of processing or to object to processing
- The right to portability.

Processing isn't based on receiving your consent; however, we must inform you that you have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

You have the right to lodge a complaint with a supervisory authority. In the UK that is the Information Commissioners Office. <https://ico.org.uk/concerns/> , contact helpline on 0303 123 1113

If we process the personal data we hold for a purpose other than that for which it was originally collected, then we will provide the you with information on what that other purpose is prior to that further processing taking place. The extra information will include any relevant further



information as referred to above including the right to object to that further processing.

Breach Response policy

Scope:

This policy covers all computer systems, network devices, and any additional systems and outputs containing or transmitting Influx Technology Ltd protected or sensitive data.

Purpose:

The purpose of this policy is to provide a process to report suspected thefts involving data, data breaches or exposures (including unauthorized access, use, or disclosure) to appropriate individuals; and to outline the response to a confirmed theft, data breach or exposure based on the type of data involved.

Policy:

Reporting of suspected thefts, data breaches or exposures

Any individual who suspects that a theft, breach or exposure of Influx technology Ltd data has occurred must immediately provide a description of what occurred via email to info@influxtechnology.com. This email address is monitored by Influx Technology Ltd.'s Business Development Director. This individual will investigate all reported thefts, data breaches and exposures to confirm if a theft, breach or exposure has occurred. If a theft, breach or exposure has occurred, the individual will follow the appropriate procedure depending on the class of data involved. Also, ICO should be contacted at <https://ico.org.uk/for-organisations/report-a-breach/>

If the incident is a suspected theft, Influx technology Ltd will determine whether the Police should be contacted based on the location and details of the incident. If the police are contacted, the name of the officer and the incident number should be provided to Influx Technology Ltd via the methods of contact outlined above.

Confirmed theft, data breach or exposure of Influx Technology Ltd data:

As soon as a theft, data breach or exposure containing Influx Technology Ltd data is identified, the process of removing all access to that resource will begin as soon as possible.

If a theft of physical property occurred, police will be notified. Influx Technology Ltd will provide information to the police regarding how the breach or exposure may have occurred, the types of data involved, the Influx classifications of those data types, any protective measures around the involved data (such as encryption), and the number of internal/external individuals and/or organisations impacted. Influx Technology Ltd will handle all communications about the breach or exposure and will work with the appropriate parties to remediate the root cause of the breach or exposure.

Confirmed theft, breach or exposure of Influx Technology Ltd public data:

The CEO will be notified of the theft, breach or exposure, and will inform any affected parties as soon as possible. An analysis of the breach or exposure will occur to determine the root cause. Influx Technology Ltd will work with the appropriate parties to remediate the root cause of the breach or exposure. Influx Technology Ltd will also examine any involved systems to ensure that they did not also house any protected or sensitive data.